

**Nottingham City Council Housing Services  
Overall Balanced Scorecard Report - April 2026**

Ref.	Performance indicator	Apr-25	Feb-26	Mar-26	25/26 Outturn	Apr-26	25/26 Target	26/27 Target	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
<b>FINANCE</b>											
HIM6	Rent collection (YTD figure)	98.97%	100.48%	100.14%	100.14%	98.74%	100%	100%	N/A		
HIM11a	Current Tenant Arrears	£3,123,069	£2,598,828	£2,639,494	£2,639,494	£2,666,776	£3,432,530	£3,332,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	10.60%	68.89%	78.95%	78.95%	9.89%	85.0%	87.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	2.42%	2.00%	2.03%	2.03%	1.99%	2.9%	2.7%	N/A		
<b>PEOPLE</b>											
S1	Ave sick days per employee (rolling 12 months)	13.36	13.89	13.96	13.96	13.76	10.2	10.2	N/A		
<b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b>											
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	97.54%	93.7%	94.7%	94.0%	95.0%	97.0%	97.0%	N/A		
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	30.09	11.88	13.88	20.05	13.85	28	21	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	N/A	0.46	0.83	0.81	0.45	1	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	N/A	4.93	4.58	6.02	4.42	7	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3)	N/A	20.59	23.43	38.01	22.44	28	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4)	N/A	38.21	38.31	35.32	42.06	90	90	N/A		
RP02	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	86.02%	86.0%	87.0%	89.8%	88.0%	87.0%	90.0%	N/A		
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	N/A	89.0%	90.0%	88.1%	92.0%	100.0%	100.0%	88.0%	94.9%	98.9%
RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	N/A	85.0%	90.0%	81.4%	91.0%	100.0%	100%	75.7%	84.0%	90.8%
RP02.2 (P3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	N/A	82.0%	81.0%	92.0%	82.0%	85.0%	90.0%			
RP02.2 (P4)	Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.	N/A	91.0%	93.0%	94.9%	91.0%	85.0%	85.0%			
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	40.79	43.64	40.32	40.32	45.23	42	42	N/A		
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	27.4	26.26	26.90	26.90	30.07	45	45	23.0	37.4	61.6
<b>COMPLIANCE</b>											
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	99.10%	97.51%	97.51%	97.51%	97.15%	100.0%	100%	99.8%	99.9%	100.0%
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	99.40%	99.01%	99.52%	99.52%	98.95%	100.0%	100%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	99.9%	100.0%	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	0	0	0	0	0	0	0	N/A		
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	0	0	0	0	0	0	0	N/A		
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	15	1	2	2	0	0	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	0.5%	0.3%	0.2%	0.2%	0.3%	0.0%	0%	1.1%	3.2%	6.7%

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DM01	Awaab's Law: Emergency repairs investigated within 24 hours	N/A	95%	99%	99%	100%	100.0%	100%	N/A		
DM02	Awaab's Law: Significant hazards investigated within 10 days	N/A	91%	91%	91%	95%	100.0%	100%	N/A		
AW3	Awaab's Law: Written findings issued within 3 days	N/A	100%	100%	100%	100%	100.0%	100%	N/A		
DM04	Awaab's Law: Works started within 12-week long-stop	N/A	N/A	100%	100%	100%	100.0%	100%	N/A		
<b>CUSTOMER PERCEPTION</b>											
CH02-NCC	Stage 1 complaints responded to within the timescale	88.60%	94.06%	98.10%	98.10%	97.20%	99.0%	99.0%	64.0%	81.8%	93.9%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	41.80	40.7	44.7	44.7	47.2	55	40.0	28.6	44.8	64.2
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	7.00	7.52	8.49	8.49	9.60	7	7.00	4.8	7.6	11.7
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	99.0%	58.5%	82.7%	97.9%
NCCHS-ED001	Data profiling on our customers is complete	99.98%	99.99%	99.99%	99.99%	99.98%	98.0%	98.0%	N/A		
<b>HOME STANDARD</b>											
BS03-NCC	Asbestos safety checks	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	566	429	356	356	371	To reduce	To reduce	N/A		
D0	No Access Properties <i>Only those that have gone through the 3 stage process e.g. carded, letter, calls or onhold and is documented</i>		146	158	158	206					
D3.1	≤ 1 month from letter of claim	55	24	11	11	4					
D3.2	1 - 3 months	79	32	59	59	38					
D3.3	3 - 6 months	87	36	21	21	28					
D3.4	6 - 12 months	147	57	34	34	31					
D3.5	12 months +	198	134	73	73	64					
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	959	212	181	181	161	To reduce	To reduce	N/A		
DM1.1	≤ 1 month	58	0	0	0	0					
DM1.2	1 - 3 months	375	0	2	2	0					
DM1.3	3 - 6 months	321	36	26	26	6					
DM1.4	6 - 12 months	100	33	24	24	32					
DM1.5	12 months +	105	143	129	129	123					



